

PHONE NUMBERS & SERVICE ID'S

**CHILDRENS PERSONAL CARE
PROVIDER # 80010
DIAL 844-802-8046 or 855-818-2918**

SERVICE ID	DESCRIPTION
101	CPCS Personal Care

**BRAIN INJURY
PROVIDER # 80016
DIAL 844-802-8049 or 855-818-3041**

SERVICE ID	DESCRIPTION
102	TBI Respite Care

**ATTENDANT SERVICES PROGRAM
PROVIDER # 80015
DIAL 844-802-8048 or 855-818-2970**

SERVICE ID	DESCRIPTION
103	Attendant Services PDAC
107	Attendant Services

**CHOICES FOR CARE
PROVIDER # 80014
DIAL 844-802-8047 or 855-818-2931**

SERVICE ID	DESCRIPTION
105	Flexible Choices
106	Moderate Needs
108	Personal Care: Surrogate
109	Respite Care: Consumer
110	Respite Care: Surrogate
111	Companion Care: Consumer
112	Companion Care: Surrogate
113	Personal Care: Consumer

YOUR SANTRAX ID

CLIENT(S) NAME	CLIENT ID
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TVV IN VT



TELEPHONE VISIT VERIFICATION IN VERMONT

**Your Personal Guide to
Use a Landline to
Record your Visit**



Call In Instructions

When you arrive at your client's home, you will need your Santrax ID and your Client's ID to call in. You must call in using a touch-tone phone.



1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.

Santrax will say: "For English, please press one (1). For Spanish, please press two (2). For Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, please press six (6)." These prompts are heard in their languages.

2. Press the number that connects with the language you wish to hear.

Santrax will say: "Welcome, please enter your Santrax ID."

3. Press the numbers of your Santrax ID on the touch tone phone.

Santrax will say: "Please select "1" to call in or "2" to call out."

4. Press the numbers of your Santrax ID on the touch tone phone.

Santrax will say: "Please select "1" to call in or "2" to call out."

5. Hang up (if done).



Call Out Instructions

Before you leave your client's home, you will need your Santrax ID to call out. You will also need your Client's ID and Service ID for the activities performed during the visit. Your client should be available to verify your visit and service entries.



1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.

Santrax will say: "For English, please press one (1). For Spanish, please press two (2). For Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, please press six (6)." These prompts are heard in their languages.

2. Press the number that connects with the language you wish to hear.

Santrax will say: "Welcome, please enter your Santrax ID."

3. Press the numbers of your Santrax ID on the touch tone phone.

Santrax will say: "Please select "1" to call in or "2" to call out."

4. Press the two (2) key to "Call Out".

Santrax will say: "Received at (TIME). Please enter the first Client ID or hang up if done."

5. Press the number of the Client ID.

Santrax will say: "Please enter the Service ID".

6. Press the numbers of the Service ID.

Santrax will say: "You entered (SERVICE). Please press "1" to accept, "2" to retry."

7. Once the service has been entered, the system will repeat it. If the service is incorrect, press the two (2) key to re-enter the service. When the service is correct, press the one (1) key to accept.

Santrax will say: "To record the client's voice please press one and hand the phone to the client or press two if the client is unable to participate."

8. Press the one (1) key to record the client's voice or press the two (2) key if the client is unable to participate and go to Step 12.

9. (OPTIONAL: CLIENT VERIFICATION) Hand the phone to the client. The client will be asked to state their name and today's date.

Santrax will say: "Please say your first and last name and today's date."

10. The client should say their first and last name and today's date.

NOTE: The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.

Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one (1) to confirm, two (2) to deny, or three (3) to replay."

11. The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.

Santrax will say: "The service performed was (SERVICE). Press one (1) to confirm, two (2) to deny."

12. The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.

Santrax will say: "Please enter second Client ID or hang up if done".

13. Hang up (if done).